

All pending claims have been canceled.

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New claims 47-58 have been added.

[illegible]

Please add the following new claims.

53  
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47. (New) A method of processing a telephone call from a caller, the method including:

- receiving the telephone call;
- identifying a telephone number associated with the received telephone call;
- retrieving information about the caller based on the identified telephone number;
- generating a web page containing the retrieved information, wherein the web page has an associated identifier; and
- transmitting the identifier associated with the web page to an agent selected to answer the received telephone call.

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48. (New) The method of claim 47 including displaying the web page to the selected agent.

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49. (New) The method of claim 47 including establishing a connection between the caller and the selected agent.

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50. (New) The method of claim 47 wherein the identifier associated with the web page is the uniform resource locator (URL) of the web page.

52. (New) The method of claim 51 wherein the agent is selected based on the retrieved information about the caller.

a receiving mechanism to receive the telephone;

a retrieval mechanism to retrieve information about the caller based on the identified telephone number;

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

54. (New) A system as claimed in claim 53 including a display mechanism for displaying the web page to the selected agent.

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55. (New) A system as claimed in claim <sup>35</sup>53 including a connection device to establish a connection between the caller and the selected agent.

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56. (New) A system as claimed in claim <sup>35</sup>53 including a selection mechanism to select the agent to answer the call.

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57. (New) A system as claimed in claim <sup>38</sup>56 wherein the selection mechanism selects the agent based on the retrieved information about the caller.

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58. (New) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the received telephone call;

retrieve information about the caller based on the identified telephone number;

generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

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